

Smaller telcos- \$258 per CO for switched based set up
SBC-\$4000 per host CO for AIN

Maintenance Costs

Verizon recurring costs are \$2.55 per 211 call center per month (total \$63.75/month). May negotiate lump sum that would negate recurring charge.
Smaller telcos and CLECs-no recurring charges
SBC has a recurring charge of \$35 per system per month (total \$875.00/per month)

Notes - LEC

Calls will be routed via a local phone number for all calls that are in the local calling area. Any calls outside the local calling area will be routed via an 8YY number. In Texas, 80-85% of calls are expected to be routed to local numbers. There is no per minute or call charge to 2-1-1 for calls that are routed on a local number.

Source(s)

Judy Windler, Director Texas Information and Referral Network - Texas Department of Health and Human Services [phone interviews 3/01-4/01] [updated 02-05-02] [updated 8-2-02]
<judy.windler@hhsc.state.tx.us>

Telecommunications and Information Policy Institute. *"Texas 211:" Implementing a Toll-Free Electronic Information and Referral Telephone Service in Texas.* November, 1998.
<<http://www.utexas.edu/research/tipi>>

State	Utah
Company/Project	211-Utah / The Information and Referral Center of Salt Lake County (I&RC)
Development Leaders	United Way, I&RC
Utilities Commission	The Utah Public Utilities Commission (UPUC) designated 211 as an I&R number and I&RC as the lead 211 developer in December, 1999. UPUC aims to facilitate LEC negotiations.
Legislation	No legislation has yet been pursued.
System Design	Decentralized. A single call center, operated by I&RC, provides 211-accessed I&R services in the Salt Lake City area. Future 211 call centers will utilize existing comprehensive I&R call centers. 6-7 regional call centers are planned. 4 are presently operating.
Databases	In partnership with the Utah State Chief Information Officer's office, the 211 call centers launched a statewide online database. Each regional call center would be expected to contribute to this database resource.
Notes - Project	<p>- The I&RC serves a population of approximately 900,000-1million in Tooele, Summit and Salt Lake County and handles approximately 30,000-35,000 transactions per year between its three I&R and hotline services (a general I&R line, a specialized health line, and a domestic violence crisis line). Became operational with 211 services in January, 2002.</p> <p>-United Way of Davis County launched 211 services in January 2002.</p> <p>-United Way of Utah County launched 211 services in January 2002, but will actively promote the line in September 2002.</p> <p>-Weber Human Services in Weber County plans to offer 211 services in August 2002</p> <p>-Dixie Regional Medical Center is in the planning stages of operating a 211 service in a 5 county region in Southern Utah.</p> <p>- A 211 Steering Committee consisting of representatives from various I&Rs, United Ways, etc., has met a number of times.</p>
Major Issues - Project	Two major concerns have been stated among various I&R providers with regard to 211 implementation. The first is an insistence upon strong local voice for regional call centers. Regional I&Rs are commonly small, volunteer operated services with close ties to their communities. Little desire for centralized I&R services or oversight is seen among these services. Simultaneously, several of the smaller 211 candidates have expressed concerns over their ability to properly handle the likely increase in inquiries upon 211 implementation (and the abilities of their local social service agencies to handle increased referrals). These concerns are addressed simply by allowing regional 211 centers control over what they would like to do. When an I&R believes that it is ready to switch to 211, as the necessary funding, etc., it will do so.
LEC Involvement	Qwest. There are 90 Telcos in Utah
Tariff	Qwest gained approval from UPUC for an N11 service tariff in July, 2001. This tariff requires a service establishment charge of \$300.00 per point-to number and a programming fee of \$30.00 per central office. As well, a \$.02 charge is incurred per call routed. (Qwest Corporation; Exchange and Networks Services - Utah, Section 10.11.3 - "N11 Service"; effective July 23, 2001; < http://www.qwest.com >)
Rate Structure	After service establishment costs, a tariffed per-call charge will be incurred for

211 service.

Setup Costs

Tariffed service establishment charge of \$300.00 per point-to number plus \$30.00 per central office activation.

Maintenance Costs

Tariffed per-call rate of \$.02.

Notes - LEC

After approximately two years of negotiations, a 211 service tariff was filed by Qwest and became effective July 23, 2001 (see "Tariff" for more information). UPUC has indicated that it may request revision to this tariff (with particular reference to the per-call rate) should it determine upon review that 211 call routing does not place undue burden on Qwest's network.

Wireless Development

While wireless access to 211 services is a consideration, no substantial negotiations have been pursued and no specific information is yet available.

Source(s)

Josh Pederson, Director - The Information and Referral Center [phone interview 3/9/01] [updated 7/26/01] [updated 7/29/02]

Utah 211 Website: <<http://www.informationandreferral.org>> [update 2/6/02]

Qwest Corporation; Exchange and Networks Services Catalog - Utah, Section 10.11.3 - "N11 Service"; effective July 23, 2001. <<http://www.qwest.com>>

State	Vermont
Company/Project	Vermont 2-1-1
Development Leaders	United Ways of Vermont; Vermont 2-1-1 Collaborative
Utilities Commission	The Vermont Public Service Board (PSB) is currently considering a rule to determine how the administrator of a 211 network will be determined (via petition and approval). Under that rule the United Ways of Vermont will be applying to be the 211 administrator.
System Design	Centralized. A single call center will serve the entire state. In addition, sub-contracted "community specialists" located in regional United Ways and other regional service agencies will assist in locating information about new local programs, participate in community alliances, and promote the 211 service.
Databases	A statewide 211 database is in development and will build on existing regional databases and the online statewide database owned and maintained by the Vermont Agency of Human Services.
Notes – Project	In the months from late of 2001 to early 2002, Vermont 2-1-1 underwent a structural reorganization and a redefinition of roles and responsibilities developed new approaches to obtaining development funding. Vermont 2-1-1 is now a project of United Ways of Vermont. The 211 Advisory Board includes representatives from comprehensive and specialized I&R, libraries, technology, telecommunications, Vermont Agency of Human Services, community mental health agencies, hospitals, and local United Ways. The Vermont 2-1-1 Collaborative is an even broader coalition of agencies that meets regularly to assist in the planning process. Vermont Enhanced 911 is a strong supporter of Vermont 2-1-1. The two services plan to coordinate marketing and conduct cross-training, once 211 is implemented.
Major Issues - Project	A total of \$68,000 has been received and pledged in development funds from United Ways of Vermont, Area Agencies on Aging, Verizon Foundation, Vermont Community Foundation, and Fletcher Allen Health Foundation. The Vermont Agency of Human Services (AHS) is seeking ways to assist in achieving phase one of database development.
LEC Involvement	Verizon, Vermont Telephone Company
Tariff	None yet proposed.
Rate Structure	Unknown.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Source(s)	Sharon Tierra, Project Manager – Vermont 2-1-1 (a project of United Ways of Vermont) [phone interview 1/31/01] [updated 4/4/01] [updated 8/24/01] [updated 1/25/02] [updated 7/17/02] Michael Caltado, Board of Directors – Vermont 2-1-1 [e-mail correspondence forwarded by Judy Windler, Texas HHSC 9/10/01]

State	Virginia
Company/Project	Virginia Department of Social Services / Virginia I&R System
Legislation	<p>Title 63.1-314.1 through 63.1-314.8 of the Code of the Commonwealth of Virginia, created in 1984, established an integrated, statewide system for the provision of I&R services. The Human Services Information and Referral Advisory Council, with membership appointed by the Governor consisting of "...three citizens at large, one of whom is a consumer of human services and one of whom has a disability; two representatives from business or industry or both; two representatives of local government representing one rural and one urban locality; one representative of United Way of Virginia; one representative from the Virginia Cooperative Extension Services; one representative from The Library of Virginia; one representative of the armed services residing in Virginia; one representative from the information and referral regional providers; one labor representative; one representative from each of the six information and referral centers' regional boards and one representative from the Virginia Association of Community Action Agencies".* The Virginia Department of Social Services currently contracts with the Council of Community Services (CCS) to administer the statewide System. While providing I&R services within its region, CCS also subcontracts with five other regional information and referral agencies, each of which is operated by a separate entity (United Ways and other organizations, etc.).</p> <p>* - Code of the Commonwealth of Virginia. <http://leg1.state.va.us></p>
System Design	Six regional call centers provide statewide I&R services with one of the regional centers serving as the Sole Source Contractor with the Virginia Department of Social Services.
Databases	A statewide database is available via the World Wide Web. Each of the six regional I&R service providers is responsible for maintaining respective "sections" of the statewide database, and each houses its own regional database. All six regional service providers utilize IRis.
Notes - Project	Virginia has recently formed the <i>Virginia Alliance of Information and Referral Systems</i> (VAIRS), which will be an affiliate of AIRS. A "211 Task Force" is in the process of being established and will be a committee of VAIRS. The 211 Task Force will bring all pertinent parties to the table to determine how 211 can be implemented un the Commonwealth.
Major Issues – Project	Concerns have been voiced regarding the increase in long-term operational funding needed to properly handle the projected increase in I&R calls upon 211 implementation. Representatives have indicated that, while they are confident that implementation funding could be gained with relative ease, extended appropriations may be more difficult to achieve.
LEC Involvement	Verizon, GTE
Tariff	None yet proposed.
Rate Structure	To be determined
Setup Costs	To be determined
Maintenance Costs	To be determined
Notes - LEC	While Virginia boasts a highly-developed system for the delivery of I&R services, the relatively early stage of collaboration with specific regard to 211 implementation has meant little contact between LECs and I&R representatives on this issue. However, a statewide meeting was held in March 2002 to begin identifying those that need to be involved in implementation activities.

Sources(s)

Pam Kestner-Chappelear, Executive Director-Council of Community Services [updated 7/23/02]

Code of the Commonwealth of Virginia - Title 63.1-314.1 through 63.1-314.8,
<<http://leg1.state.va.us>>

State	Washington
Company/Project	Washington Implementation Network 2-1-1 (WIN211)
Development Leaders	WIN211*, NW-AIRS*, Associations of United Ways of Washington*, United Way of the Columbia-Williamette*, United Way of King County*, Washington State Employment Security Department*, Area Agencies on Aging, private non-profit comprehensive and specialized I&Rs (*denotes financial as well as system development participants)
Utilities Commission	The Washington Utilities and Transportation Commission (WUTC) has been supportive with regard to LEC negotiations, and requires that tariffs be filed for 211 service. The WUTC position is that the FCC ruling requires LECs to absorb the cost as part of doing business. No one has filed a tariff request for N11 charges. Qwest was the only company that raised the question of charging, and they have gone along with the WUTC position. The WUTC representative stated that no charges, non-recurring or ongoing, other than the regular charges for telephone services are allowed.
Legislation	A briefing is scheduled with representatives from the Governor's Office, the state Department of Health, the state Homeland Security Office and the state Emergency Management Services. Preliminary conversations with each office have indicated their willingness to participate in system development and helping to address long-term sustainability. It is anticipated the organization will approach the legislature in Fall 2002.
System Design	Decentralized. Several regional call centers will eventually provide statewide coverage.
Databases	WIN211 will use the Access Washington Resource Directory (AWRD), a previously existing statewide database created by the Corrections Clearinghouse (CCH), a program of the state Employment Security Department. This database, in development since 1987, is maintained by staff at the PineLodge Pre-Release center in Medical Lake, Washington and contains over 7,000 agencies. WIN211 partners, AWRD and other regional databases are developing protocols by which local areas will maintain data and pool it for comprehensive statewide access.
Notes - Project	WIN211 is a private, 501(c)(3) not-for-profit corporation dedicated to developing 211 access for Washington's 39 counties. The WIN211 board includes representatives from United Way, Area Agencies on Aging, NW-AIRS, state agencies and comprehensive and specialized I&R services (the board plans to expand from eleven members to 21). The 211 system will utilize existing I&R providers, eventually providing 24-hour 211 service statewide.
LEC Involvement	Qwest, Verizon, LEC representative for approximately 130 LECs throughout the state.
Tariff	None filed.
Rate Structure	Unknown.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Notes - LEC	The organization is exploring IP telephony networking technology as a potential platform for all of its technology systems.

Wireless Development While wireless access to 211 services is a consideration, no substantial negotiations have been pursued and no specific information is yet available.

Source(s) Jeri Shumate, Vice-Chair – WIN211; Coordinator – Washington State 211 [phone interview 7/31/01] [updated 2/4/02] [updated 7/22/02]

WIN211 Website: <<http://www.win211.org>>

AWRD Website: <<http://www.awrd.org>>

State	West Virginia
Company/Project	West Virginia 211
Development Leaders	WV 211 Collaborative, Co-chaired by Robin Smith, Marion County United Way, previously with The Connecting Link, Inc., Mike Sieber, Criss-Cross/Family Matters, West Virginia PSC, Public Service Commission Task Force on WV 211.
Utilities Commission	In accordance with legislation passed in April, 2001, the West Virginia Public Service Commission (PSC) formed a task force in June, 2001, to perform a feasibility study on 211 implementation for the state. The feasibility study was completed in April 2002 and final report issued by the Public Service Commission in July 2002. Task Force members include representatives from Verizon, Citizens Telecommunications Company, the West Virginia Wireless Coalition, 911 Emergency Services, Central Communications Center of Wood County, LifeBridge (United Way of Kanawha County), AT&T Communications of West Virginia, West Virginia Independent Group, WV 211 Collaborative, and PSC.
Legislation	The West Virginia Legislature passed a resolution in April 2001 directing PSC to designate 211 as the I&R access number for the state (West Virginia State Legislature. "House Concurrent Resolution No. 18" - 2001 session). As well, the resolution directed PSC to conduct feasibility studies and oversee eventual design and implementation.
System Design	Centralized. Though no definitive decisions have been made by the Task Force regarding system design, a "Centralized Administration / Multiple Call Center" model appears the likeliest option. 211 calls will be forwarded to the existing statewide Information and Referral Center, Family Matters. Calls will then be referred or forwarded to the appropriate partner agencies in the customer's local area. Partner centers will operate under 211 with shared databases and some degrees of centralized oversight and with 24-hour call services being offered statewide by a single call center.
Databases	Though no definitive decisions have been made by the Task Force regarding database development, IRis seems the likeliest platform to be used (most currently-existing I&Rs in West Virginia that use computerized databases use IRis). Family Matters, a statewide I&R program administered by Criss Cross, currently has a statewide comprehensive database which may be developed for 211 efforts.
Notes - Project	The Connecting Link has operated a comprehensive I&R serving a three-county area of Northwestern West Virginia since the early 1990s. The Connecting Link became an independently-incorporated agency in January, 2001. Representatives from The Connecting Link and Criss-Cross/Family Matters met in October, 2000 to form a collaborative to explore 211 implementation. The Collaborative includes representatives from the Governor's Cabinet on Family and Children, AIRS, Criss-Cross, The Connecting Link, and a number of other I&R specialists from around the state.
Major Issues - Project	Some degree of concern has been expressed both by smaller I&R providers and by 911 emergency services. In both cases, concerns have been alleviated via educational meetings.
LEC Involvement	Verizon, Citizens Telecommunication Company
Tariff	None yet filed.
Rate Structure	Unknown.

Setup Costs	Unknown.
Maintenance Costs	Unknown.
Notes - LEC	Representatives from Verizon and Citizens sit on the 211 Task Force appointed by PSC. Verizon provides service for the majority of West Virginia and, while no specific figures have yet been provided, company representatives have indicated that, if an I&R service provider retains a toll-free number for incoming calls, 211 implementation (both setup and ongoing operation) could proceed on a no-cost basis.
Wireless Development	No substantial progress has yet been made with regard to wireless access issues. Representatives from the West Virginia Wireless Coalition sit on the 211 Task Force appointed by PSC. The Legislative/PSC order for 211 development does not require wireless carriers to provide 211 service.
Sources(a)	<p>Robin Smith, Director - The Connecting Link [phone interview 8/8/01] [updated 7/25/02]</p> <p>Mike Sieber-CRISS CROSS [updated 7/25/02]</p> <p>West Virginia State Legislature. "House Concurrent Resolution No. 18" - 2001 session. Introduced March 8, 2001. <http://www.legis.state.wv.us/legishp1.html></p> <p>Public Service Commission of West Virginia. "West Virginia PSC Forms 211 Task Force" (press release). June 21, 2001. <http://www.psc.state.wv.us/press/010621.htm></p>

State	Wisconsin
Company/Project	United Way of Dane County First Call For Help (Madison) / United Way in Waukesha County First Call For Help (Waukesha) / Milwaukee Planning Council for Health and Human Services / Milwaukee County 211 Stakeholders Council
Development Leaders	See "Company/Project" for more information.
Utilities Commission	The Wisconsin Public Service Commission (PSC) administers applications and grants approval for the provision of 211 services. The PSC has been characterized as "active" yet "cautious" in its approach to 211 implementation, as it wishes to see that 211 services will be successful in the pilot sites before recognizing or sanctioning a statewide implementation effort. PSC granted 211 approval to the three petitioning bodies in Dane, Milwaukee, and Waukesha Counties. While all current 211 developers meet on an ongoing basis to develop strategies for implementation, no formal statewide 211 collaborative has been recognized by PSC.
Legislation	Initial inquiries have been made regarding potential 211 legislation.
System Design	Decentralized Administration/Multiple Call Center. Three petitions for the provision of 211 services have been approved by PSC (in Dane, Milwaukee, and Waukesha Counties), and a fourth (in Racine County) anticipates approval. These approved 211 call centers will serve as pilot sites for the eventual implementation of 211 at a statewide level. Eventually, five to ten "regional" 211 call centers (providing 24-hour services and likely serving as "rollover" sites for smaller call centers) are anticipated, with approximately 25 smaller, localized call centers operating in cooperation with regional centers.
Databases	<ul style="list-style-type: none"> - All current 211 developers in Wisconsin have taken steps to develop database resources with compatibility standards and expansion capabilities in anticipation of the eventual development of a statewide I&R database. - United Way of Dane County's First Call For Help (Madison) currently utilizes a custom-built, Access-based database containing information for approximately 1,200 agencies and 2,600 programs. - United Way of Waukesha County's First Call For Help (Waukesha) currently utilizes an IRis database containing information for approximately 1,100 agencies and 2,500 programs. - IMPACT Alcohol & Other Drug Abuse Services, Inc. (Milwaukee) currently utilizes an IRis database containing information for approximately 1,500 agencies and 2,700 programs. IMPACT has expressed plans to transfer to Service Point for database resources in the future.
Notes - Project	<ul style="list-style-type: none"> - Though no formal, statewide 211 collaborative has been formed, all "key players" in 211 development meet on an ongoing basis. No centralized administration for 211 implementation or operation beyond that provided by PSC in granting petition approvals, guidance, etc., is established. Three bodies have been approved as 211 service providers, and a fourth anticipates approval. I&R service providers have been identified in each of Wisconsin's 72 counties, though many of these are not likely capable of meeting the AIRS standards for 211 service as required by PSC. - United Way of Dane County's First Call For Help has provided I&R services for a population of approximately 500,000 in the Madison area since 1982. The service receives approximately 32,000 I&R inquiries annually and provides 24-hour I&R assistance. - The Planning Council for Health and Human Services, Inc. (the PC) was established jointly by United Way of Greater Milwaukee and the Milwaukee County Board of Public Welfare in 1965 to promote the equitable and efficient delivery of health and human services by serving as an independent information, education, research, and consultative resource for the community. The PC has facilitated 211 development in Milwaukee County, in cooperation

with the Milwaukee County 211 Stakeholders Council (a consortium of health and human service funders and resource providers). The 211 call center in Milwaukee county will be operated by IMPACT Alcohol and Other Drug Abuse Services, Inc. IMPACT provides 24-hour I&R services for a population of approximately 1 million and receives approximately 67,000 inquiries annually.

-United Way of Waukesha County's First Call For Help provides 24-hour I&R services for a population of approximately 400,000 in the Waukesha area. The service receives approximately 26,000 inquiries annually.

-211 service has been available in Milwaukee County effective June 11, 2002. The operating name of the service is "211 Milwaukee" and is operated by IMPACT Alcohol and Other Drug Abuse Services, Inc. based in Milwaukee, WI.

LEC Involvement

Ameritech, Century Telecommunications, Verizon, TDS, etc.

Tariff

Ameritech filed a tariff petition with PSC describing 211 services in Wisconsin December 21, 2001 (effective December 22, 2001). This tariff proposes the establishment of 211 dialing codes to be routed through an 800 number. The tariff requires an initial set-up fee ranging from \$15,000 to \$28,000 (depending on the number of central offices used by a 211 service provider) with a \$35 Monthly Recurring Charge. The cost of maintaining the toll-free 1-800 "point-to" number is not part of tariff and is an additional expense. Other LECs have chosen not to file tariffs.

Rate Structure

Ameritech: After service establishment charges, a tariffed flat-rate MRC is incurred.

Setup Costs

Ameritech: Tariffed service establishment charges of \$1,550.00 per central office programmed.

Maintenance Costs

Ameritech: A tariffed MRC of \$35.00.

Wireless Development

PSC has indicated that, while wireless access to 211 is an issue, it is one best left to future deliberations once 211 service is established for landline communications.

Sources(s)

Larry Olness, Director - First Call For Help, United Way of Dane County
<<http://www.uwdc.org>> [phone interview 10/22/01] [updated 2/19/02]

Howard, Leslie Ann, President – United Way of Dane County. "Re: Petition for Pilot Program for the Designation of the Telephone Number '211'..." (letter to Public Service Commission of Wisconsin). April 28, 2000 <<http://www.execpc.com/~safehavn/psc.htm>>

July update: <http://www.211.org/>

United Way in Waukesha County Website <<http://www.unitedwaywaukesha.org>>

Planning Council for Health and Human Services (Milwaukee) Website
<<http://www.planningcouncil.org>>

Held, Tom. "Federal Agency Approves 211 For Social Services Phone Lines". *Milwaukee Journal Sentinel*. July 21, 2000.
<<http://www.jsonline.com/news/metro/jul00/barrett22072100a.asp>>

Williams, Scott and Linda Spice. "Waukesha County Joins Quest for 211 Help Line". *Milwaukee Journal Sentinel*. April 19, 2001.
<<http://www.jsonline.com/news/wauk/apr01/mental20041901a.asp>>

Ameritech/SBC - Wisconsin. Tariff (Part 8 – Miscellaneous Services, Section 6 – Community Services). *Community Information and Referral Service – 211* (effective

December 22, 2001).
<<http://www.ameritech.com>>

Appendix B: Sources and Further Information

Alabama

Camilla Prince, Information and Referral Coordinator - Volunteer Information Center
cprince@volunteer-info.org

Alaska

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Arizona

Roberto Armijo, Community Information & Referral
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Rita Weatherholt, Information and Referral Sevices
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Arkansas

Joe Quin - Arkansas Department of Human Services

California

Burt Wallrich, Coordinator – California 211
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Los Angeles INFOLine Website: <<http://www.infoline-la.org>>;

Colorado

Mary Robertson - FirstCall
mrobertson@firstcall-vc.org

Qwest Corporation

Services Catalog - Colorado, Exchange and Network Services, Section 10.11.3, "N11 Service", effective July 30, 2001,
<<http://www.qwest.com>>

Connecticut

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Delaware

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Delaware Helpline Website: <http://www.delawarehelpline.org>

Delaware State Legislature

<<http://www.legis.state.de.us>>

Florida

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Crisis Services of Brevard Website <<http://www.crisis-services.org>>

Ted Granger, President, United Way of Florida
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Bruce Greenstein, Resource and Technology Specialist – Center for Information and Crisis Services, Inc.
<<http://www.iandr.org>>

Cindy Howell, Director of Development – Center for Information and Crisis Services, Inc.
<<http://www.iandr.org>>

Randy Nicklaus, Executive Director - Telephone Counseling and Referral Service, Inc.
<nicklausrs@aol.com>
TCRS Website: <<http://www.tcrs211.org>>

Debra L. Pugh, Director 211/Hotline Services Division - Crisis Center of Tampa Bay, Inc.
<dlpugh@crisiscenter.com>
Crisis Center of Tampa Bay Website <<http://www.crisiscenter.com>>

Micki Thompson, Program Manager - Pinellas Cares, Inc.
Pinellas Cares Website <<http://www.pinellascare.org>>

BellSouth - Florida

General Subscriber Service Tariff - A39.1. "Three-Digit Dialing Service", effective August 18, 1999.

General Subscriber Service Tariff - A13.79. "211 Dialing Service", effective January 11, 2001.
<<http://www.bellsouth.com>>

Sprint – Florida, Inc.

General Exchange Tariff, Section A10. "N11 Services"
<<http://www.sprint.com>>

Grant, Tim. "Hillsborough's 211 Hotline is Really Hot". *St. Petersburg Times*. July 24, 2001.
Grant, Tim and Curtis Krueger. "Pinellas, Hillsborough Warm Up to 211 Service". *St. Petersburg Times*. July 24, 2001.

Georgia

David Aft, President - United Way of Northwest Georgia
<david.aft@unitedway.org>

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CONTACT Helpline Website <<http://www.contact211.org>>

Tammie Collins - United Way 211 (Central Georgia)

<tcollins@unitedwaycg.com>

United Way 211 Website (Central Georgia) <<http://www.unitedwaycg.com/211.htm>>

Bonnie Dixon, Vice President Outreach Services - United Way of the Coastal Empire

<bonnied@uwce.org>

Bob Hamby, Manager of Data and Information Systems - United Way 211 (Atlanta)

Tim Johnson, Executive Director - Community Connection of Northeast Georgia

Joan Smith-Hague, Director 211 Expansion - United Way 211 (Atlanta)

<jshague@unitedwayatl.org>

United Way 211 Website (Atlanta) <<http://www.unitedwayatl.org>>

BellSouth - Georgia

General Subscriber Service Tariff - A39.1. "Three-Digit Dialing Service", effective August 18, 1999.

General Subscriber Service Tariff - A13.79. "211 Dialing Service", effective January 11, 2001.

<<http://www.bellsouth.com>>

Hawaii

Havinne Anderson, Program Director – Ask Aloha United Way

<havinne@auw.org>

Idaho

Lynn Hofflund, Director of Development - 211 Idaho

<lynn@idaho211.com>

211 Idaho Website <<http://www.211idaho.com>>

Pat Williams, Coordinator - Idaho CareLine

Idaho CareLine Website <<http://www.idahocareline.org>>

williams@idhw.state.id.us

Saint Alphonsus Regional Medical Center (Call Center Information)

<<http://www.saintalphonsus.org/clinical/callcenter.html>>

The Idaho Statesman. "Lack of Funds Delays 211 Service".

<<http://www.idahostatesman.com/news/daily/20010730/LocalNews/141859.shtml>>

Qwest Corporation

Exchange and Network Services Catalog - Southern Idaho, Section 10.11.3 "N11 Service", effective 6/29/01.

<<http://www.qwest.com>>

Indiana

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Iowa

Karen Hyatt-Smith - Iowa AIRS

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Iowa AIRS Website (211) <<http://www.iowaairs.org/iowa2-1-1>>

Kansas

Kim Wilson, Community Assistant, United Way of the Plains

kwilson@unitedwayplains.org

Kentucky

Terry Tolan, President – United Way of Kentucky [phone interview 2/22/02]

<ttolan@uwky.org>

<<http://www.uwky.org>>

BellSouth – Kentucky.

General Subscriber Services Tariff A.13.79 – “211 Dialing Service”. Effective July 31, 2001.

<<http://www.bellsouth.com>>

Louisiana

Michelle Champagne, Supervisor - United Way Infoline (Baton Rouge)

Marie Boudreaux, Systems Administrator-232-Help

marie@232-help.org

Marilyn Shraberg - VIA LINK 211 (New Orleans)

mshraberg@hotmail.com

VIA LINK Website <<http://www.vialink.org>>

BellSouth - Louisiana

General Subscriber Service Tariff - A39.1. “Three-Digit Dialing Service”, effective August 18, 1999.

General Subscriber Service Tariff - A13.79. “211 Dialing Service”, effective January 11, 2001.

<<http://www.bellsouth.com>>

Maine

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Maryland

Saundra Bond, Chair – Maryland 211 Task Force

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John Geist, Project Manager - Maryland 2-1-1 Task Force

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Massachusetts

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Michigan

Nancy Lindman, Michigan 211
nlindman@attbi.com

MI-AIRS

[<http://www.comnet.org/miairs>](http://www.comnet.org/miairs)

Michigan State Legislature; Act No. 295 - Public Acts of 2000; "Michigan Telecommunications Act", Sec. 214; effective July 17, 2000.
[<http://www.michiganlegislature.org/txt/publicact/1999-2000/pa029500.htm>](http://www.michiganlegislature.org/txt/publicact/1999-2000/pa029500.htm)

Minnesota

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Mississippi

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Qwest Corporation

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Michael Caltado, Board of Directors – Vermont 2-1-1

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WIN211 Website <<http://www.win211.org>>

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Appendix C: Excerpts of FCC Rule 00-256A1 - Assigning 211 Dialing Codes For Use by Community Information and Referral Services

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of)	
)	
Petition by the United States Department of)	NSD-L-99-24
Transportation for Assignment of an)	
Abbreviated Dialing Code (N11) to Access)	
Intelligent Transportation System (ITS))	
Services Nationwide)	
)	
Request by the Alliance of Information and)	NSD-L-98-80
Referral Systems, United Way of America,)	
United Way 211 (Atlanta, Georgia), United)	
Way of Connecticut, Florida Alliance of)	
Information and Referral Services, Inc., and)	
Texas I&R Network for Assignment of 211)	
Dialing Code)	
)	
The Use of N11 Codes and Other Abbreviated)	CC Docket No. 92-105
Dialing Arrangements)	

THIRD REPORT AND ORDER AND ORDER ON RECONSIDERATION

Adopted: July 21, 2000 Released: July 31, 2000

Petition for Assignment of an N11 Code for Access to Information and Referral Services Background

On May 28, 1998, the Alliance of Information and Referral Systems, the United Way of America, United Way 211 (Atlanta, Georgia), United Way of Connecticut, Florida Alliance of Information and Referral Services, Inc. and the Texas I&R (Information and Referral) Network (collectively, Information and Referral Petitioners), filed a petition for nationwide assignment of an abbreviated dialing code for access to community information and referral services

(Information and Referral Petition).¹ The Information and Referral Petitioners contend that there is a demonstrated need for an easy to remember, easy to use abbreviated dialing code that will enable persons in need to be directed to services providing free information and referrals to community service organizations. Petitioners argue further that assigning an N11 code to such services would provide an important adjunct to the codes that the Commission has already assigned to meet other public needs.² The Information and Referral Petitioners cite to a range of human needs not addressed by either the 911 code or police non-emergency 311 code such as housing assistance, maintaining utilities, food, finding counseling, hospice services and services for the aging, substance abuse programs, or dealing with physical or sexual abuse.³ The Information and Referral Petitioners state that there is strong interest in several states for developing an N11 code for this purpose,⁴ and that the tools exist to do so. The Information and Referral Petitioners contend that assigning an N11 code for such purposes is in the national interest, and commenters overwhelmingly support the proposal.⁵

Discussion: We find that the Information and Referral Petitioners have demonstrated sufficient public benefits to justify use of a scarce public resource,⁶ and we therefore assign 211 to be used for access to community information and referral services. Individuals facing serious threats to life, health, and mental well being have urgent and critical human needs that are not addressed by dialing 911 for emergency assistance or 311 for non-emergency police assistance. For example, the Information and Referral Petitioners present a call summary prepared by United Way 211 (based in Atlanta) for the year 1997, which indicates that seven percent of the calls to United Way 211 involved immediate shelter needs, 20 percent involved rental/mortgage assistance

¹ The Petition requested the 211 code. Request by the Alliance of Information and Referral Systems, United Way of America, United Way 211 (Atlanta, Georgia), United Way of Connecticut, Florida Alliance of Information and Referral Services, Inc., and the Texas I&R Network for Assignment of 211 Dialing Code (Information and Referral Petition). In response, the Commission issued a public notice for comment on their petition. *See* Request by Alliance of Information and Referral Systems, United Way of America, United Way 211 (Atlanta, Georgia), United Way of Connecticut, Florida Alliance of Information and Referral Services, Inc., and the Texas I&R Network for Assignment of 211 Dialing Code, *Public Notice*, DA 98-1571, NSD File No. L-98-80 (rel. Aug. 6, 1998).

² The Information and Referral Petitioners contend that assignment of 211 would compliment existing uses of 911 for emergency services and the assignment of 311 for police non-emergency uses in the *N11 First Report and Order*. Information and Referral Petition at 5-6.

³ *See id.* at 6.

⁴ In an *ex parte* dated February 22, 2000, representatives of the Information and Referral Petitioners provided Commission staff with an updated state-by-state status of 211, indicating that 211 was active in at least one locality in Connecticut and a thirteen-county area in Atlanta, Georgia. The Information and Referral Petitioners also indicated that petitions for 211 had been filed with local public utility commissions in three other states (Massachusetts, Ohio and Wisconsin) and a county in Michigan. In addition, 211 petitions had been approved in three other states (Alabama, North Carolina and Utah), with statewide information and referral models developed in three others (Florida, Texas and Virginia). Six states had made no commitment on 211, with the remaining considering 211 to some degree for access to community information and referral services.

⁵ *See, e.g.*, Linda Daily Comments (letter from private citizen stating, “[w]hether it’s a mammogram, substance abuse services, therapeutic recreation for a disabled child, or 1 of more than 4,000 human services, the issue is the same. No one knows where to start.”); Ameritech Comments at 1 (supporting Information and Referral Petition as meeting FCC policy of limiting national assignment of unused N11 codes for public purposes).

⁶ We reject arguments to the contrary. *See, e.g.*, CinBell Comments at 2.

needs (for example, threatened eviction), 16 percent involved utility issues, critical in inclement weather, and nine percent involved the need for food.⁷ The remaining calls presented issues relating to counseling, medical aid, prescription assistance, physical and sexual abuse, and potential suicide. Other less urgent situations, also not addressed by 911 service or the current 311 service, might involve persons needing child care solutions, aging and hospice services, adolescent activities, educational programs, support groups, legal assistance, child and spousal abuse counseling, substance abuse programs, and other needs vital to the welfare of individuals, families, and communities.⁸

- We believe that the Information and Referral Petitioners have shown a public need exists for an easy to use, easy to remember N11 code to efficiently bring community information and referral services to those who need them, providing a national safety network for persons to get access readily to assistance. Therefore, we find that the public interest standard has been met here. We are persuaded by the Information and Referral Petitioners' assertion that, with a large number of toll-free telephone numbers, confusion is inevitable and the increased margin for error in dialing eleven digits creates obstacles to use of community information and referral services, particularly in urgent situations.⁹ Moreover, as the Information and Referral Petitioners also point out, this confusion is not resolved when directory assistance for toll-free numbers is used, because directory assistance for toll free numbers lists entries by name, but not service or need category. We also are persuaded that local numbers are not viable alternatives because they are difficult to distinguish from the myriad of other local businesses and community services numbers, and may not be of service to travelers and the recently relocated, who often need temporary assistance. Moreover, people with mental or physical limitations would benefit from the use of a three-digit nationwide number, rather than having to dial various and different seven or ten digits to get access to help. We also note that the number of people served by the information and referral organizations that make up the Information and Referral Petitioners is quite large. The United Way 211 (Atlanta, Georgia and the thirteen-county surrounding area) provides free (bilingual) service 24 hours a day, seven days a week to a population of more than three million people.¹⁰ In Connecticut, Infoline provides access to community resources throughout the state.¹¹ In Texas, regional data centers – 24-hour data centers linked to the 100 community information centers and each other – are being established to provide comprehensive health and human service information, allowing 18 million residents to have information about vital services across the state.¹² In Florida, information for about 40 percent of the state's counties are represented in search and data features that have been included in an integrated database, uploaded on the Florida Alliance of Information and Referral Service Internet site.¹³

⁷ Information and Referral Petition at 6.

⁸ *Id.*

⁹ *Id.* at 11.

¹⁰ *Id.* at 7, 14. We also note that the United Way 211 database includes public and private agencies and programs in the Atlanta region, not just United Way member agencies or those supported by United Way funding. *Id.*

¹¹ *Id.* at 4.

¹² *Id.* at 8.

¹³ *Id.*

The designation of a uniform national code would simplify access to information from these and other sources and would make such information readily available to new members of communities as well as existing local citizens.

- We believe that providing access to community information and referral services using 211 has many benefits. Individuals will now have an easy to remember nationwide number to call when they need non-emergency help. Unlike 311, which is being used in some communities to provide access to non-emergency police services,¹⁴ the range of services that will be available using 211 is of a much broader scope. We are mindful that the Commission in the *N11 First Report and Order* gave local jurisdictions discretion to use 311 for access to government services that might, in some instances, overlap the services to be provided using 211. We are not convinced, as are some commenters, that this will cause confusion among callers as to which N11 code should be used to access what type of information.¹⁵ To the contrary, we believe that the extensive education campaign that the Information and Referral Petitioners and others have undertaken to publicize the use of 211 has and will continue to eliminate any potential confusion. The Information and Referral Petitioners have invested significant resources in publicizing the use of the 211 code in some areas of the country, and we have already seen an enormous amount of support for efforts to implement access to community information and referral services using 211 at the state and local level from citizens, government officials, and organizations that provide help to others.¹⁶ Thus, we believe that access to community information and referral services using 211 will provide a vital adjunct to existing 311 services. We also believe that 211 service for access to community information and referral services will provide a useful adjunct to 911 service by further reducing calls to 911 that do not require immediate dispatch of police, fire, or medical personnel.¹⁷

- We therefore assign 211 to be used to provide access to community information and referral services. Similar to the Commission's national assignment in the *N11 First Report and Order* of 311 for access to non-emergency police and other government services,¹⁸ we direct

¹⁴ According to the Community Oriented Policing Services (COPS) Office at the U.S. Department of Justice, a number of communities have implemented 311 for access to non-emergency police services with the assistance of funds provided by the Department of Justice. These include Baltimore, Maryland; Dukes County, Massachusetts (Martha's Vineyard); Rochester, New York; Miami, Florida; Houston, Texas; City of Los Angeles, California <www.lacity.org>; Pasadena, South Pasadena, California; and Birmingham, Alabama. Other communities also have implemented 311, including Dallas, Texas; Chicago, Illinois; Washington, D.C.; San Jose, California; Hampton, Virginia; and San Antonio, Texas.

¹⁵ See National Telephone Enterprises, Inc. Comments at 6; SBC Communications, Inc. Comments at 1-2.

¹⁶ See, e.g., Area Agency on Aging Comments at 1; Ask-2000 Comments at 1; Chris Bell, Houston Council Member, Comments at 1; Big Bend Hospice Comments at 1; Border Families are Valued Project Comments at 1; Brazos County Community Council Comments at 1; Mary Brennan, Florida House of Representatives, Comments at 1; The Bridge Comments at 1; Houston Mayor Lee P. Brown Comments at 1; The City of Calgary Comments at 1; The City of Atlanta, Georgia Comments at 1; Capital Area Healthy Start Coalition Comments at 1; Center for Advocacy for the Rights and Interests of the Elderly Comments at 1; HelpLine Comments at 1; Information and Referral Midland Comments at 1-2; Center for Information and Crisis Services, Inc. Comments at 1.

¹⁷ See *N11 First Report and Order*, 12 FCC Rcd at 5595, para. 36; see also discussion of IAFC Petition at para. 25, *infra*.

¹⁸ *Id.* at 5615, para. 83. See also para. 5, *supra*.

that, when a provider of telecommunications services receives a request from an entity (e.g., the United Way) to use 211 for access to community information and referral services, the telecommunications provider must: (1) ensure that any entities that were using 211 at the local level prior to the effective date of this Order relinquish use of the code for non-compliant services, and (2) take any steps necessary (such as reprogramming switch software) to complete 211 calls from its subscribers to the requesting entity in its service area.¹⁹ The 211 dialing code is currently in use in Atlanta, Georgia and parts of Connecticut, and we expect communities across the country will be able to make similar transition to 211. We expect community service organizations to work cooperatively to ensure the greatest public use of this scarce resource. Finally, we will reexamine deployment of community information and referral services using 211 five years after the effective date of this Order to determine whether this resource is being utilized in the manner and to the extent anticipated by the Information and Referral Petitioners. As with 511, if 211 is not being used on a widespread basis for access to community information and referral services, we may consider designating the 211 code for other uses, or removing the exclusive assignment for community information and referral services.

¹⁹ *Id.* at 5615, para. 84.

Appendix D: National Standards for 2-1-1 Centers

Recommended by the Alliance of Information & Referral Systems
Adopted by the National 2-1-1 Collaborative May 5, 2000

Organizations who have implemented or have begun the process for creating and implementing a 2-1-1 Call Center have suggested the following become national standards for operation:

- 1.Ensure the provision of 24 hour coverage, year-round.
- 2.Subscribe to the AIRS Standards for Information & Referral.
- 3.Have a plan in place to become or be accredited by AIRS.
- 4.Utilize Certified Information & Referral Specialists and Resource Specialists.
- 5.Demonstrate cooperative relationships with specialized I&Rs, crisis centers, 9-1-1s and 3-1-1s, where applicable.
- 6.Have means of tracking call volume, number of abandoned calls, average speed of answering, average call length.
- 7.Computerized I&R database with client collection capability.
- 8.Use the AIRS/InfoLine Taxonomy.
- 9.Have the ability to publicize 2-1-1 services and educate the public on an on-going basis.
- 10.TTY and multi-lingual accessibility either on-site or access to live translation.
- 11.Ability to develop linkages through protocol with appropriate clearinghouse agencies that may be able to provide services such as volunteer or donation management.
- 12.Ensure quality of service and inquirer satisfaction through appropriate follow up.

Within States or Regions where more than one I&R will be providing 2-1-1 services, it is recommended that 2-1-1 Centers have the following:

An agreed upon plan to work in tandem to ensure 2-1-1 service to all areas of the state or region.
Ability to share resource data information.
Ability to track and share information on client needs and unmet needs.
A common means of measuring outcomes for the operation of a call center.
An agreed upon means of communicating with the community represented by the call center on requests for assistance, perceived gaps and barriers to service.